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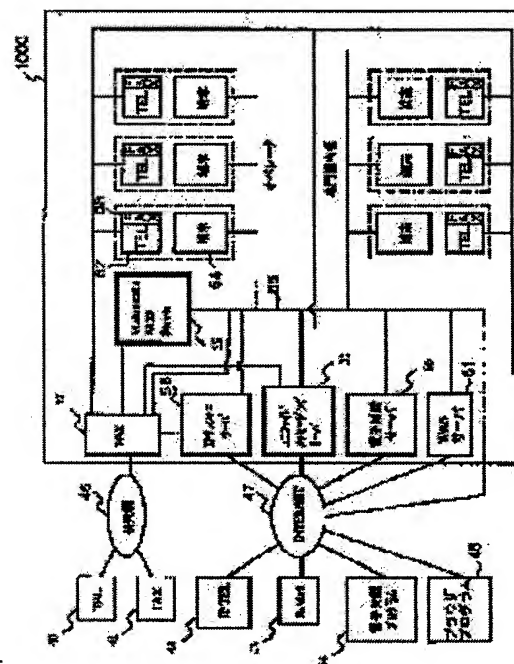
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## (54) MULTIMEDIA CALL DISTRIBUTION SYSTEM

### (57)Abstract:

PROBLEM TO BE SOLVED: To properly distribute calls from plural types of media.

SOLUTION: A PBX 57, a unified message server 59, an electronic interactive server 60, an IP telephony server 58 and a WEB server 61 make an inquiry, when the connection demand of the call of a medium type controlled by one of the above device is generated, on the operator in the connection destination of the call to a multimedia automatic call distribution(ACD) server 55 and connect the call to the operator replied from the multimedia ACD server 55. The multimedia ACD server 55 monitors the speaking conditions of calls of the respective medium types of individual operators and determines the destination to connect each call so as not to simultaneously connect the call of the medium type to perform real time communication to the same operator at least.



## LEGAL STATUS

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